

received from the at least one call center to select the agent addresses at agent workstations in the at least one call center to route the incoming IPNT calls.

7. The IPNT call-routing system of claim 6 wherein the SCP processor communicates with a Computer Telephony Integration (CTI) processor at the at least one call center by TCP/IP protocol.

8. The IPNT call routing system of claim 7 wherein the CTI processor and the plurality of computer platforms are connected on a local area network at the call center.

9. The IPNT call routing system of claim 8 further comprising a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers placing incoming calls to the call routing system.

10. The IPNT call routing system of claim 6 wherein the WAN is the Internet.

Cancel claims 11-12.

REMARKS

The present amendment is responsive to the Office Action mailed in the above-referenced case on April 27, 2000. In the Office Action claims 6-12 are presented for examination. Claims 11-12 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Andrews et al. (USP

5,848,1430 hereinafter Andrews. Claims 6-10 are indicated as allowed in the Office Action Summary, although these claims are not mentioned in the Examiner's Detailed Action.

Applicant has studied the prior art provided by the Examiner in detail, and the Examiner's remarks in rejection of the claims. In response, the applicant has herein elected to cancel rejected claims 11-12. Applicant accepts claims 6-10 indicated as allowed in the Office Action Summary. Therefore, applicant believes the case is now in condition for allowance.

If any fees are due beyond fees paid with this amendment, authorization is made to deduct those fees from deposit account 50-0534. If any time extension is needed beyond any extension requested with this amendment, such extension is hereby requested.

Respectfully Submitted,
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